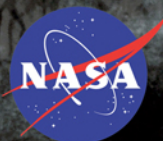


i am an INNOVATOR



National Aeronautics and
Space Administration



When Darrell Shoup took over the helm of the Calibration Lab, he envisioned a smoother operation. The work flow in the Calibration Lab included 6500 assets that needed calibrating, a Certificate of Calibration to be issued to the customer, and a scheduling calendar to track all the work and technician time. To implement his vision of improved performance, Shoup directed a redesign of the database and subsequent automated processes eliminated unnecessary steps in the work flow.

The innovative process changes implemented by Shoup have more than doubled the performance of the Calibration Lab. Two existing databases were meshed, resulting in increased productivity of all the Calibration Lab employees. Paper printouts were eliminated, reducing environmental impact. Cost estimates formerly sent to the customer were automated and are now more accurate. The improvements also eliminated a 24-hour delay in receiving and entering data.

In addition, a Remote Pipeline is on the horizon, where an employee can enter receipt and delivery of assets while in the field.